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TO: **Economic Support Supervisors
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Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility

BHCE/BWP OPERATIONS MEMO

No.: 03-74

Date: 11/25/2003

Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: HIGH

SUBJECT: **CAPO AND COUNTY SHARED SENIORCARE CASE COORDINATION
WHEN SPOUSES RESIDE SEPARATELY**

CROSS REFERENCE: None

EFFECTIVE DATE: Immediately

PURPOSE:

The purpose of this Operations Memo is to inform CAPO and local agency ES staff about special case processing procedures for shared cases when spouses are residing separately.

BACKGROUND

On occasion, the SeniorCare (SC) Program works with applicants for SeniorCare who are the spouse on an existing county case. In situations where the spouses are residing separately, the Central Application Processing Operation (CAPO) needs to accommodate the SC applicant's request to have his or her mail delivered to an address other than the address on the existing case.

POLICY

In these situations, the CAPO workers will be creating a separate SC case. The process which CAPO staff and ES staff should follow is:

1. CAPO workers will contact the local agency case worker via phone or mail message informing the worker that CAPO will be changing the relationship codes on the county case, screen ANHR to "NOT" for a day or two. This is necessary so that the CAPO can re-enter the SC application for the SC applicant and through the clearance process, will prevent the SC applicant from attaching to the existing county case.
2. When the relationship codes are changed, the local agency worker will receive an alert 056 (run SFU and ED/BC). The local agency worker should **NOT** run SFU.
3. Once the relationship code has been changed on ANHR to "NOT", the CAPO worker will enter the SC Applicant's information, and overnight the application will go into client registration.
4. Once a separate case has been established through client registration for the SC applicant, the CAPO will then change the relationship codes back to HUS/WIF on the existing local agency case.
5. CAPO will then send a mail message to the local agency worker that the relationship codes have been corrected back to HUS/WIF on the given case. Changing the relationship codes back to HUS/WIF will again generate the alert (056) to the local agency worker. CARES Systems personnel have confirmed that NO ACTION is needed by the local agency worker on these cases.

NOTE ➤ The only exception would be if the CAPO worker does not have access to update the local agency case. In this scenario, the CAPO worker would be requesting that the local agency worker make the needed changes to ANHR.

CONTACTS

BHCE CARES Information & Problem Resolution Center

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Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/BM